



Patents

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

McConnell et al.

Serial No.: **10/645,917**

Filing Date: **August 20, 2003**

Title: **Method and System for Selecting a  
Preferred Contact Center Agent Based  
on Agent Proficiency and Performance  
and Contact Center State**

**REQUEST TO CORRECT FILING RECEIPT**

Mail Stop Missing Parts  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Upon receipt of the formal filing receipt from the U.S. Patent and Trademark Office, Applicants noticed that a name under the heading "Applicant(s)" is incorrect—the reference to "Matthew G.A. McConnel, Alpharetta, GA;" is incorrect and should be changed to "Matthew G.A. McConnell, Alpharetta, GA;." Enclosed is a copy of the filing receipt with the correction marked in red.

Applicants respectfully request that the filing receipt be corrected.

Respectfully submitted,

Robert T. Neufeld  
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Docket No.: 07117.105015  
3391014

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Missing Parts, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on January 16, 2004.

Robert T. Neufeld, Reg. No. 48,394



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APPL NO.	FILING OR 371 (c) DATE	ART UNIT	FIL FEE REC'D	ATTY.DOCKET NO	DRAWINGS	TOT CLMS	IND CLMS
10/645,917	08/20/2003	2855	621	07117.105015	10	38	5

CONFIRMATION NO. 9581

20786  
KING & SPALDING  
191 PEACHTREE STREET, N.E.  
ATLANTA, GA 30303-1763

FILING RECEIPT



\*OC00000011282338\*

Date Mailed: 11/17/2003

Receipt is acknowledged of this regular Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Filing Receipt Corrections, facsimile number 703-746-9195. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s)

*McConnel*

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*VDH 11/24/03*

Domestic Priority data as claimed by applicant

Foreign Applications

If Required, Foreign Filing License Granted: 11/15/2003

Projected Publication Date: To Be Determined - pending completion of Missing Parts

Non-Publication Request: No

Early Publication Request: No

\*\* SMALL ENTITY \*\*

**Title**

Method and system for selecting a preferred contact center agent based on agent proficiency and performance and contact center state

**Preliminary Class**

073

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Title 35, United States Code, Section 184  
Title 37, Code of Federal Regulations, 5.11 & 5.15**

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